

5.5 Diagnostic Fees

CAP will pay up to **1.5 times** the station's posted labor rate for the diagnosis and testing of CAP vehicles.

This established diagnostic fee includes:

- The official “pre-repair baseline” pre-test (must be performed prior to any emissions diagnosis or repairs).
- A comprehensive diagnosis of the emissions failure as needed which includes, but is not limited to:
 - basic engine operation and condition
 - electrical systems
 - sensors
 - evaporative system testing
 - catalytic convertor testing
- On Board Diagnostics (OBD II) Drive-Cycles to complete monitors.
 - The station has the option of asking the consumer to drive the vehicle and return once the OBD monitors have run.
- Any emissions tests performed during the repair process.
- The final certification test.

Note: CAP will not reimburse the station for additional diagnostic labor time.

CAP will only pay for one diagnosis per vehicle. If the consumer chooses to go to another station for a “second opinion” it is the consumer’s responsibility to pay for that diagnosis.

Timing adjustment: If the only failure is for timing adjustment the station may only charge the established diagnostic and testing fee of **1.5** hours. No additional time will be authorized.

5.9 CAP Funded Repairs

Repairs to motor vehicles failing the Smog Check inspection that are subsidized through the Consumer Assistance Program shall be based on appropriate emissions-related repairs that achieve the most cost effective emissions reduction possible.

The general categories for emissions repairs include but are not limited to the following:

- Positive crankcase ventilation systems
- Exhaust gas recirculation systems
- Evaporative emissions control systems
- Computer systems
- Ignition systems
- Fuel systems
- Engine and mechanical systems related to emissions performance
- Exhaust emissions control systems

Note: CAP will only reimburse stations for regularly scheduled maintenance items that are the direct cause of the emissions failure.

5.10 Non-Reimbursable Items

CAP will NOT reimburse stations for the following:

- Batteries
- Body repairs
- Brakes
- Charging and starting system
- Fuel
- Glass repairs
- Heating, ventilation and air conditioning repairs
- Motor and transmission mounts
- Mufflers
- Oil and fluid top-offs
- Radiators
- Repairs performed after the vehicle is certified
- Repairs performed without the consumer's authorization
- Safety-related equipment (i.e. air bags, seat belts)
- Steering and suspension
- Tailpipes
- Tires
- Water pumps

2.1 Station Questionnaire

Station personnel shall complete a Gold Shield Station Questionnaire, (**Appendix F**), listing the *authorized* individual(s) responsible for signing, and completing appropriate documents at the station. The Gold Shield Station Questionnaire shall also include the station's posted hourly labor rate and other specified information.

If the authorized individual(s) change, or inspection fees and or labor rate changes are made, or other specified information changes, the station shall immediately submit a new Gold Shield Station Questionnaire to CAP.

Gold Shield stations must submit a questionnaire via fax **916.255.4560** at least 3 (three) business days prior to the effective date. CAP will initiate that change within 3 (three) business days sending an e-mail confirmation, with an updated Repair Notification Form and Invoice, indicating your stations rates/fees have been updated and the effective date of that change.

Your new rate will not be effective until an updated Gold Shield Station Questionnaire has been processed by CAP. Only authorized station employees shall authorize CAP transactions and approve reimbursement invoices.

Please note: CAP cannot retroactively adjust station rates and fees.

4.1 Letter of Eligibility (LOE) (Appendix B)

The following are all examples of Letters of Eligibility:

A) Blue Letter of Eligibility:

This Letter of Eligibility is printed on “blue security paper” and appears normal until photocopied. After photocopying, the original remains normal and the photocopy displays a visible security imprint “VOID” or other security message.

Blue Letters of Eligibility shall be photocopied by the station. If the security imprint “Void” becomes visible on the photocopy it is a valid letter. The station shall retain the original blue letter with the CAP vehicle’s repair records and provide the consumer with the photocopy.

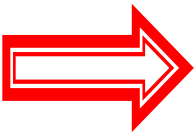
B) Embossed Letter of Eligibility:

This Letter of Eligibility is printed on plain white paper with a raised embossment in the lower right-hand corner that says “Department of Consumer Affairs, Bureau of Automotive Repair, State of California.” The station's original copy of the Letter of Eligibility is verification that the consumer is eligible, and **no telephone contact by the station personnel to CAP is required.**

C) Voided Letter of Eligibility:

If a station receives a Letter of Eligibility with a “VOID” or other security message imprint before photocopying, station personnel shall contact CAP to verify consumer eligibility. A consumer may produce such a copy if they have been to another CAP station where part of the CAP funds may have been used. It is the station's responsibility to contact CAP to confirm the amount of available funds remaining, if any. If at any time a station is unsure of the letter's authenticity and/or suspects a counterfeit, contact CAP immediately.

Retain the original Letter of Eligibility and provide a photocopy to the consumer. Stations may not be reimbursed for repairs on eligible vehicles if the station does not retain the original letter.



The Letters of Eligibility (LOEs) are valid for 90 days from date of issuance. Stations must contact CAP prior to beginning any diagnosis or repairs when they receive a LOE over 90 days old. CAP will not reimburse a station if they accept an LOE over 90 days old without prior approval.

NOTE: In order to verify a LOE you must contact the CAP help desk (see section 1.4) and speak to one of the technical staff. You must document the day, the time, the name of the CAP representative and the instructions on your work order.

4.2 Consumer Arrives at Station

Upon arrival, the CAP consumer will present the station with their Letter of Eligibility (LOE), (**see section 4.2**). The station shall verify that the person identified in the LOE is the same person as shown in their photo identification (i.e. drivers license, military identification, etc.), or the representative on the original CAP Designation Form (**Appendices I, J**) authorized to complete the transaction. The station shall also verify that the delivered vehicle is the vehicle listed on the LOE.

If they do not match, inform the consumer and contact CAP for instructions at 916.255.0719 or 866.272.9642.

Stations shall not photocopy or retain copies of the CAP consumer's photo identification.

Gold Shield stations have the discretion of not accepting vehicles for any of the following reasons:

- If testing and diagnosis cannot be performed within 1.5 hours
- The vehicle is unsafe or untestable
- The station does not have the expertise to diagnose and repair specific vehicles
- The consumer is uncooperative or unwilling to work within CAP guidelines